

<b>Notice of References Cited</b>	Application/Control No. 10/614,483	Applicant(s)/Patent Under Reexamination AYKIN, TURGUT	
	Examiner BRETT FEENEY	Art Unit 3624	Page 1 of 5

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Editors (2003). A Journey Renewed. Call Center magazine. Jan 2003. 16(1): 12-14
	V	Mabert VA and Watts CA (1982). A Simulation Analysis of Tour-Shift Construction Procedures. May 1982. 28(5): 520-532.
	W	Thompson GM (1995). A Simulated-Annealing Heuristic for Shift Scheduling Using Non-Continuously Available Employees. Computers Ops. Res. 23(3): 275-288.
	X	Segal M (1974). The Operator-Scheduling Problem: A Network-Flow Approach. Operations Research. July-Aug 1974. 22(4): 808-823.

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

<b>Notice of References Cited</b>	Application/Control No. 10/614,483	Applicant(s)/Patent Under Reexamination AYKIN, TURGUT	
	Examiner BRETT FEENEY	Art Unit 3624	Page 2 of 5

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Narasimhan R (1995). An algorithm for single shift scheduling of hierarchical workforce. European Journal of Operational Research. 96: 113-121.
	V	Altman E, Gaujal and Hordijk A (2000). Multimodularity, Convexity, and Optimization Properties. Mathematics of Operations Research. 25(2): 324-347.
	W	Henderson W and Berry W (1976). Heuristic Methods for Telephone Operator Shift Scheduling: An Experimental Analysis. Management Science. 22(12): 1372-1380.
	X	Koole G and Van Der Sluis E (2002). Optimal shift Scheduling with a Global Service Level Constraint. IIE Transactions. 35: 1049-1055.

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

<b>Notice of References Cited</b>	Application/Control No. 10/614,483	Applicant(s)/Patent Under Reexamination AYKIN, TURGUT	
	Examiner BRETT FEENEY	Art Unit 3624	Page 3 of 5

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Brusco MJ and Johns TR (1996). A Sequential Integer Programming Method for Discontinuous Labor Tour Scheduling. European Journal of Operational Research. 95: 537-548.
	V	Dantzig GB (1954). A Comment of Eddie's "Traffic Delays at Toll Booths. Ibid. June 21, 1954. 339-341.
	W	Gaballa A and Pearce W (1979). Telephone Sales Manpower Planning at Qantas. The Institute of Management Sciences 1-5.
	X	Aykin T (1996). Optimal Shift Scheduling with Multiple Break Windows. Management Science. 42(4): 591-602.

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

<b>Notice of References Cited</b>	Application/Control No. 10/614,483	Applicant(s)/Patent Under Reexamination AYKIN, TURGUT	
	Examiner BRETT FEENEY	Art Unit 3624	Page 4 of 5

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

**FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Aykin T (1998). A comparative evaluation of modeling approaches to the labor shift scheduling problem. European journal of Operation Research 125: 381-397.
	V	Aykin T (1998). A composite branch and cut algorithm for optimal shift scheduling with multiple breaks and break windows. Operations Research Society. 49: 603-615.
	W	Bechtold SE and Jacobs LW (1990). The Institute of Management Sciences. 1339-1351.
	X	Baily J (1985). Integrated Days Off and Shift Personnel Scheduling. Comput. and Indus. Engng 9(4): 395-404.

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

<b>Notice of References Cited</b>	Application/Control No. 10/614,483		Applicant(s)/Patent Under Reexamination AYKIN, TURGUT	
	Examiner BRETT FEENEY		Art Unit 3624	Page 5 of 5

#### U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

#### FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

#### NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Jarrah AI, Bard FJ and deSilva AH (1994). Solving Large-scale Tour Scheduling Problems. Management Science. 40(9): 1124-1144.
	V	
	W	
	X	

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.